

# MOVE

## IT FORWARD

# STANDING UP SPEAKING OUT TOOLKIT

## Youth M.O.V.E. National launches the first annual MOVE It Forward Campaign

**Join us in uniting youth voice and moving forward what matters to youth**

In celebration of Children's Mental Health Awareness Month, celebrated annually in May, Youth M.O.V.E. National (YMN) launches MOVE It Forward. This campaign is an opportunity to push forward important policy issues and youth-driven recommendations each year. MOVE It Forward is the slogan for much deeper work—the work of uniting individual youth from Youth M.O.V.E. Chapters across the country in crafting and presenting a message, a demand for change. Each year the most pressing issue for our network may change, but YMN will still be here, MOVING it forward! YMN looks forward to inviting YOU to join in the first annual MOVE It Forward campaign. Please find more details about how YOU can get involved in this year's campaign within the body of this toolkit.

Drum roll please... this year's 2016 MOVE It Forward Campaign theme is:

## **STANDING UP, SPEAKING OUT:** **A Youth Perspective on Accessing Services**

## BY THE WAY

\* = Check out our cool guide to find out how exactly to do this!

# HOW YOU CAN PARTICIPATE IN CMHA 2016

ANYTIME IN APRIL OR MAY

## What Helps, What Harms

Host a MOVE it Forward Community Conversation using the What Helps What Harms process around the theme of youth and young adults accessing mental health services. Submit the results of your local What Helps What Harms process to Youth M.O.V.E. National—so many ways to do this!\*

TUESDAY MAY 2 2016 7PM ET

## All Chapter National Children's Mental Health Awareness Call: Standing Up, Speaking Out

Have your voice heard in our national What Helps What Harms process to help the Youth M.O.V.E. network build a policy briefing paper on youth and young adult access to mental health services. Invite ALL of your chapter members.

THURSDAY MAY 5 2016

## Awareness Day



National Children's Mental Health Awareness Day (Awareness Day) 2016 is Thursday, May 5, 2016! This year's national theme—Finding Help. Finding Hope.—explores strategies for improving access to behavioral health services and supports for children, youth, and young adults with mental and substance use disorders and their families.

The national event will be an interactive panel discussion taking place at 7 p.m. EDT in Washington, D.C. It will be available for viewing via live webcast. Members of the in-person audience, as well as those watching the live webcast, will have the opportunity to ask questions and share insights via social media, email, and other digital platforms.

Anyone can participate in SAMHSA's national CMHA event on Thursday, May 5, 2016. Host an Awareness Day Live! event! Gather a group to watch the live webcast and email or tweet questions to the livepanel. Make sure to use #heroesofhope to include your voices in the calendar. [Click here to learn more on SAMHSA's website.](#)

THURSDAY MAY 5 2016

## Text Talk Act

Participate in the SAMHSA National Awareness Day 2016 Text, Talk, Act event! Through text messaging, small groups can receive discussion questions to lead them through a conversation about mental health. #TextTalkAct Text start to 89800 to begin. [Click here to learn more about Text Talk Act.](#)



TUESDAY MAY 17 2016

## MOVE It Forward Virtual Day of Engagement

Engaging youth, young adults and supportive partners ALL DAY long on Instagram, Twitter, and Facebook! Share your chapter results from local What Helps What Harms and respond to the questions we post throughout the day. Invite ALL in your community to join in

#moveitforward #policy #mentalhealth #youthvoice

Twitter Chat 3:00 - 4:00 pm ET \*New to Twitter Chats? Check out the info in the guide

# MOVE IT FORWARD FACILITATION TIPS

PRESENTED BY YOUTH M.O.V.E. NATIONAL



## 1. Plan ahead.

Create an agenda/outline and make it available ahead of time so that the meeting is organized and participants know what to expect.

## 2. Create a safe space.

Begin the meeting by creating a safe space and setting ground rules/norms to encourage all participants to engage in active listening.

Example norms:

- Instead of judging what other people are saying, be supportive and use empathy and try to put your self in the other person's place to understand what that person is saying and how he or she feels.
- Be attentive to others by not daydreaming while they are speaking or trying to interrupt and speak over them.
- Demonstrate respect, understanding, and acceptance by being mindful of your tone of voice, facial expressions, gestures, eye contact, and posture.
- Discuss confidentiality and set group ground rules based on the comfort level of group members.

## 3. Trust the process.

- Ask open ended questions.
- Encourage youth to say anything that comes to mind.
- Allow youth to share as many ideas as possible and allow repetition.
- Acknowledge and value the diversity of experiences and perspectives represented in the room.
- Encourage participants to speak up if they have a different perspective or interpretation to share.
- Accept statements without trying to evaluate them.
- Encourage participation by creating a space for all participants to feel comfortable and connected enough to share their own unique perspectives.
- Encourage building on other people's thoughts & ideas.
- Allow periods of silence.
- Remain neutral; do not take sides.
- When asking for clarification, be polite and respect that everyone has boundaries.
- Recognize and validate feelings of frustration with the challenges and complexity of youth serving systems.
- Focus on guiding participants to find the positives—like what *is* working.

**Example:** What's working that you'd like to tell me about? Who is it working for? Why do you think it's working well? What's happening when you are happiest at your with the services that you are receiving? What's good about this idea? Why is it important to you?

- Respond to all participation with interest and enthusiasm.
- Encourage people to expand their thinking.
- Try not to let one or two people monopolize the conversation by asking for input from others who have not been heard from.
- Create a "parking lot" as a strategy for dealing with conversations that get the group unfocused or off topic.

## 4. Close strong.

- Thank group members for their participation.
- Check-in with participants after the session to be sure that they don't need any extra support.

# SAMPLE QUESTIONS FOR YOUR MOVE IT FORWARD COMMUNITY CONVERSATION

Sample Introduction: Today we are going to be talking about what works well when we each have reached out for help and received mental health services. We'll also be talking about what hasn't worked out so well, and how things can be improved. I'd love to hear your thoughts and experiences as an individual receiving support and also as a young adult in our community.

**\*\*Before jumping right into your community conversation, be sure to check out the Facilitation Tip Sheet for guidance on setting norms and don't forget the ice breaker\*\***

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1. How or when do you know that you need help?  
**Facilitator Prompt:** I know that I'm not feeling my best / need something when...
2. How do you decide who to reach out to?  
**Facilitator Prompt:** Who do you go to? What types of support do you often need help with?
3. If you are not going to an organization/agency when you need help, why not?  
**Facilitator Prompt:** Is it because of stigma? Are there none around? Is there a transportation barrier? Does the agency not accommodate your scheduling needs?
4. When you go to an organization/agency what are helpful characteristics that you look for that make you want to go back?  
**Facilitator Prompt:** What about the organization/agency makes you feel safe, supported, empowered and helps you feel you can trust this organization to help you? Do they accommodate your scheduling needs? Is there a short wait list when making appointments? Are their staff friendly?
5. Would you tell your friend about this organization/agency and recommend that they go too if they needed similar types of supports?
6. What characteristics would prevent you from going back to that agency?  
**Facilitator Prompt:** Would you share this unhelpful experience with anyone? If yes who would that be?
7. What about your experience accessing services was helpful and how would you share that info with others/friends to get them connected too?  
**Facilitator Prompt:** What are qualities of a helpful organization/agency? Do they provide resources that help you to understand what services they offer and how to access them? Are there pamphlets, toolkits or referral packets with youth friendly language? Do the staff organizational/agency ask helpful questions in a way that young people understand?
8. What about your experience accessing services was NOT helpful & what recommendations would you make to help the agency/organization grow and change to become more youth-friendly?
9. Do you know of any resources that your community or youth group has created resources to help youth and young adults access services and support?  
**Facilitator prompt:** For example, these might include tip sheets, resource guides or organizational staff positions that support navigation of the Service systems
10. Have you or your youth group been given the opportunity to provide any informal education, training, tips or tools to organizations on how to create more youth driven approach to access to services?  
**Facilitator Prompt:** have you been a part of an document review, invited to present trainings on best practices for youth engagement, sit on a advisory board that can impact practice or policy change, participate in CQI efforts to help with improving quality and access to services

# TIPS FOR CHANGING PUBLIC POLICY



As a community member, consumer, citizen and or constituent YOU can help to keep the legislators that represent you stay informed about issues that matter to you! It is essential that you stay current on the legislation, bill, or issue that concerns you and that you communicate with your local, state, and national elected representatives. Learning more about how the legislative branch in your state and country work, how a bill becomes a law, the structure of committees, and determining which legislators are linked to / focused on your area of concern are great places to start if you are interested in actively shaping public policy. As a young person who has experience in youth serving systems, you have a unique perspective and you should share it with your legislator! It is impossible for any one legislator to be an expert on everything and, therefore, your expert knowledge and first hand experiences can be very valuable. When you have read a bill carefully and/or understand the issues involved as a result of personal knowledge or research, you may be an important source of information for a legislator.

Although legislators receive a great deal of information and input from a variety of sources, they actually base many decisions around the views, interests, and preferences of the people who elect them to office. This is precisely why sharing your views, interests, and preferences about issues and bills that concern you can be so important to the legislative process! There are a number of ways for you to actively participate in the legislative process. Remember: it doesn't matter what view you hold or what position you represent, your participation in shaping public policy and the legislative process does make a difference! Before jumping in, it is important to consider which method of participation will most closely meet your identified need, goal, or purpose. Here are some tidbits to help you in learning more about how to make your participation in the legislative process effective and worthwhile.

First, it is essential to know that there are many different ways that you can become actively involved in influencing public policy and the legislative process. For example, you can:

- be informed about how the basic legislative process in your local, state, and national government
- take the time to do some research and read background material on the bill or issue
- call your legislator's office
- make a personal visit to your legislator's home office when they are not in session
- write a letter or email to your legislator
- testify before a committee that is holding a public hearing on an issue or bill in order to make your views and positions known
- attend a local town hall meeting to meet your legislator and be able to express your views and positions in a more informal setting
- get to know your legislators' staffers and make them aware of your views and positions as well as informing them about your personal experience and the expertise that you can provide
- whenever possible, leave your legislator or their staff with hard copies that detail your position and/or suggested changes to the bill or legislation at hand
- network, connect, and engage with other civically active community members, groups, and organizations who share your views and positions
- join a committee
- serve on an advisory board
- organize your own group to lobby for or against legislation.





## **HERE ARE SOME #THINGS2CONSIDER WHEN CONTACTING LEGISLATORS**

1. Before contacting a legislator, you should be sure to make yourself a content expert on the issue that you want to discuss. Doing thorough research about the entirety of the issue, like who it affects, ways that it might negatively impact constituents/consumer, how others in your community view it, will help you feel confident about presenting your viewpoint and it will give you more credibility with your legislator. When using less formal research or data, be sure to explain how the data was collected.
2. Focus on being prepared, informed, and straightforward during your discussions with legislators.
3. Provide a well-prepared, factual written statement to accompany all verbal presentations.
4. When suggesting amendments to bills, you must be clear about the parts that you would want to see included or removed, provide specific reasons that justify this proposed change, and support your suggestions/position with facts. Explain how the change that you are proposing will benefit other young people in your community.
5. Avoid using forms, chain letters, or petitions. Personal letters with real life examples tend to be much more persuasive and have greater impact.
6. When crafting letters or emails to be sent to legislators, be formal, original, specific, and concise. If you are new to writing legislative letters and emails, be sure to do a bit of research about how to formally address your legislator and pay close attention to details like the proper spelling of their names. Also, be sure to include your name, address, and phone number as well as requesting that your legislator contact you to discuss their stance on the bill or issue.
7. If you and your legislator disagree on an issue, remain constructive in your conversation and do not allow your frustration to take over. Making an effort to actively listen to and understanding your legislator's stances and opinions will better equip you in developing counterpoints to bring up during your next interaction.
8. Always be courteous and thank the legislative member for scheduling time to meet with you and express a desire for further discussion.
9. When you believe that your legislator has truly taken your views and position into consideration, write them a thank-you letter to express your gratitude and appreciate.
10. If your interaction with your legislator makes you feel empowered to get more involved in the future of a specific bill, stay informed and up-to-date about the status of the bill and consider attending a public hearing about it in your community or testifying on it before a committee. By contacting your legislature's Committee Clerk you can request to be notified about when a bill is scheduled to be on a committee agenda or at a public hearing. Note that even if you find out about a bill after it's passed through the house in which it originated, you may still have an opportunity to testify before the committee in the house to which it was sent.
11. In the event that you are not successful in getting legislation amended or passed, don't give up! Your voice matters and making a difference requires you to practice patience and perseverance.

# ALL ABOUT TWITTER CHATS

## What is a Twitter Chat?

A Twitter Chat is a virtual meeting and conversation that happens all on—no surprise—Twitter! Usually a host (in this case, Youth M.O.V.E. National) chooses an overarching theme (MOVE It Forward) and a more defined topic (Standing Up, Speaking Out: A Youth Perspective on Accessing Services) as well as a date and time to begin the Twitter Chat (May 17 at 3pm EDT). The host usually prepares a list of questions to help facilitate the conversation. All participants agree to log on at the specified time. This is when the host begins tweeting his or her questions and participants reply, comment, retweet, or otherwise engage for an allotted time. In short: a conversation that happens on Twitter.

## When is the MOVE It Forward Twitter Chat?

Tuesday, May 17, 2016, from 3pm—4pm EDT.

## How do I join the MOVE It Forward Twitter Chat?

Easily! Follow us on Twitter: @YouthMOVE. At 3pm EDT, make sure to look out for our tweets. Then, just respond to our questions or add your own comments using the #MOVEItForward hashtag. We'll be replying, retweeting, favoriting, and heavily engaging with all participants during that hour. But remember—this isn't the only social media engagement we'll be doing that day. Make sure to follow us on Facebook and Instagram.

- 1. FOLLOW US @YOUTHMOVE.**
- 2. TWEET US.**
- 3. USE #MOVEITFORWARD**

It's that simple!

# ADDITIONAL RESOURCES

CMHA Launch Call Recording

<https://theinstitute.adobeconnect.com/p56i4j46s93/>

YMN Executive Summary of WHWH

[http://youthmovenational.org/images/downloads/What\\_Helps\\_What\\_Harms\\_Executive\\_Summary.pdf](http://youthmovenational.org/images/downloads/What_Helps_What_Harms_Executive_Summary.pdf)

WHWH YMN National Document

[http://youthmovenational.org/images/downloads/What\\_Helps\\_What\\_Harms\\_Executive\\_Summary.pdf](http://youthmovenational.org/images/downloads/What_Helps_What_Harms_Executive_Summary.pdf)

Local WHWH Examples

<http://youthmovenational.org/what-helps-what-harms.html>

Bravehearts M.O.V.E. New York Video

<https://www.youtube.com/watch?v=hahNiBFT8MY>

Youth Voice in Policy

[http://www.pathwaysrtc.pdx.edu/HTItoolkit/files/14-Resources/P.Youth\\_Voice\\_In\\_Policy.pdf](http://www.pathwaysrtc.pdx.edu/HTItoolkit/files/14-Resources/P.Youth_Voice_In_Policy.pdf)

Helpful Phrases for Facilitating Focus Groups

<http://www.familyvoices.org/admin/miscdocs/files/Helpful-Phrases-for-Facilitators.pdf>

National Resource Center for Youth Development Resource on Focus Groups

[http://www.michigan.gov/documents/mdch/Conducting\\_Focus\\_Groups\\_456152\\_7.pdf](http://www.michigan.gov/documents/mdch/Conducting_Focus_Groups_456152_7.pdf)

SAMHSA's Community Conversations About Mental Health Planning Guide

<http://store.samhsa.gov/shin/content//SMA13-4765/SMA13-4765.pdf>

Text Talk Act Organizing Toolkit

<http://www.creatingcommunitysolutions.org/sites/default/files/documents/TTA%20Toolkit%20Spring%20>

**MAKE SURE TO FOLLOW YOUTH MOVE NATIONAL ON SOCIAL MEDIA TO  
ENGAGE IN #MOVEITFORWARD ALL MONTH!**

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